



Important Covid-19 Update

If you have any further questions, please contact your Customer Service Representative, or reply to this email.

Thank you for continuing to *Take Pride* with Roscoe!

Dear Customer,

Last week we provided information relevant to Coronavirus - COVID-19 and Roscoe's hygienically clean merchandise processing. We continue to review these processes and have made the following enhancements to reduce the associated risks:

- Eliminating customer signatures on our handheld devices. Your Route Service Representative will ask for permission to print the name of the contact receiving delivery on the handheld to prevent passing the handheld back and forth.
- Elimination of paper invoices to reduce the exchange of paperwork. If you would like invoices emailed to you, please email your Customer Service Representative or call 773-722-5000 and provide the following information:
 - Company Name
 - Company Address
 - Company Phone
 - Email addresses where invoices should be sent (please include multiple emails if you want multiple people to receive).
 - Customer Number (you can find this at the top of a previous invoice or ask your Route Service Representative when making a delivery)
 - Please state that you are requesting emailed invoices.
- In order to expedite these updates and reduce paperwork exchange, we are also asking that you provide us with email addresses for everyone within your organization that should receive updates from Roscoe. We prefer you email these to your Customer Service Representative, but you can also call with updates.
- If your business will be closing or access to your building is changed, please contact your Customer Service Representative prior to your next delivery with instructions.
- By March 20, 2020, we will also have information on our website @ www.eroscoe.com pertaining to COVID-19. This will include customer, team member and community information.

Roscoe provides an essential service and it is our intention to continue providing products and services that our customers rely on. We will continue to communicate changes as they occur and ask that you do the same.

We thank you for your business and value our partnership.

Jim Buik
President